



Software & Hardware Maintenance Agreement – Pricing and Coverage Details

Appendix A

Key Tracer agrees to provide remote assistance and support via phone or email, in addition to any parts replacement as per our depot warranty agreement (Attached) at the rates listed below.

Key Positions	System Description	Customer PO	CTS INV#	Date	Cost Annually
16	7600 Jackson Pike	1331	40840	8/18/14	490
192	Fairwood - Garage	1330	"" ""	"" ""	3130
48	Fairwood - Misc.	1329	"" ""	"" ""	970
48	Fairwood - Power & Cleaning	1328	"" ""	"" ""	970
48	Fairwood -Complaints and TV	1327	"" ""	"" ""	970
96	Fairwood - Construction	1326	"" ""	"" ""	1690
192	1350 Indianola Ave - Garage	1325	"" ""	"" ""	3130
64	1350 Indianola Ave - Power	1324	"" ""	"" ""	1210
96	1350 Indianola Ave - Field Services	1323	"" ""	"" ""	1690
32	Bell Point - State Route 257 - Watershed	1322	"" ""	"" ""	730
32	3155 Riverside Drv - Watershed	1321	"" ""	"" ""	730
32	9600 Sunbury - Watershed	1320	"" ""	"" ""	730
16	918 Dublin - Engineering	1319	"" ""	"" ""	490
192	918 Dublin – Garage	1318	"" ""	"" ""	3130
32	918 Dublin - Control Center	1317	"" ""	"" ""	730
16	918 Dublin - Lab	1316	"" ""	"" ""	490
96	918 Dublin - Distribution	1315	"" ""	"" ""	1690
1248					
Units Total					\$ 22,480



Support Contact Policies

HOURS & AFTER HOURS SUPPORT:

Support Agreement hours: Monday to Friday 8:00AM to 4:30PM (PST – Excluding Canadian Holidays).

After hours support: \$189.00 per hour USD.

Please call 1-800-331-2882 or email support@keytracer.com to place a call for support of existing systems.

Response time: Key Tracer will provide a sixty (60) minute telephone response time when a call or email is placed during business hours to the support number and/or email provided. If Buyer calls any other number or emails and other person directly, Key Tracer cannot guarantee any response time.

Key Tracer reserves the right to revise the support policy with 30 days written notice

Standard Depot Warranty

KEY TRACER STANDARD DEPOT WARRANTY CONDITIONS:

ALL EQUIPMENT IS COVERED FOR A PERIOD OF 2 YEARS STARTING FROM DATE OF RECEIPT OF EQUIPMENT AT INSTALL LOCATION.

EQUIPMENT SERVICE, TELEPHONE SUPPORT AND LABOR: If equipment service and software support is required for User's equipment and software during the two year period of this warranty, it will be furnished to the USER at no cost Monday through Friday from 8:00 a.m. to 4:30pm PST except Holidays. Service and Support provided for customers outside of the Warranty Period, or during times other than normal business hours, will be chargeable at \$189.00 per hour. All support is provided through remote telephone, email or Web based support. All site visits are chargeable at the standard hourly rate of \$189.00 plus travel expenses unless otherwise agreed upon in writing by Key Tracer Inc. Management.

PARTS: All replacement parts necessary for repair and maintenance of User's equipment in accordance with the two year warranty shall be provided by Key Tracer at no additional expense to the USER. Parts will be provided under the Standard Depot Warranty Agreement at the sole discretion of Key Tracer Inc., and includes standard Depot Warranty replacement parts and hardware support. Replacement KeyTags, rings and seals are not included within the foregoing obligation of Key Tracer Inc. but will be furnished by Key Tracer Inc at its normal prices upon request.



MACHINE CONDITION: Key Tracer Inc. and the USER hereby acknowledge and agree that the User's equipment is in good operating condition on the date this warranty becomes effective.

LIMITATIONS: Key Tracer Inc. shall not be liable for performance cost of any service, maintenance, repairs, and parts replacement required as a result of:

- Use or installation of equipment in any manner otherwise than in accordance with instructions issued by Key Tracer Inc. or the manufacturer of supplier of the equipment, including unauthorized repairs;
- Installation and power up of equipment without guidance and/or real time instructions and support from Key Tracer trained technician's;
- Natural catastrophe, water, lightning, other natural phenomenon, power surges, fire, accident, vandalism, or abuse;
- Defective 3rd party software, faulty or inaccurate programming, operator error, foreign objects or fluids in equipment;
- Malfunction, incorrect installation, operation or damage if the equipment is found to be installed in a location not reasonably clean and/or not having a properly installed grounded AC power source.
- Malfunction or electrical shortage due to metal shavings caused by improper electrical installation / drilling into cabinet.

KEY TRACER INC'S SOLE OBLIGATION UNDER THIS AGREEMENT IS TO MAKE REPAIRS AND SUPPLY PARTS AS PROVIDED. THE USER AGREES THAT THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. KEY TRACER INC NEITHER ASSUMES NOR AUTHORIZES ANY EMPLOYEE OR OTHER PERSON TO ASSUME FOR IT ANY OTHER OBLIGATION OF LIABILITY. UNDER NO CIRCUMSTANCES WILL KEY TRACER BE LIABLE FOR ANY COSTS OR LOSSES INCURRED BY THE USER AS A RESULT OF MALFUNCTIONING, FAULTY, OR IMPROPER PROGRAMMING, OR BREAKDOWN OF USER'S EQUIPMENT, OR AS A RESULT OF LOSS OF ANY DATA OF THE NECESSITY OF RECREATING DATA RESULTING FROM ANY CAUSE WHATSOEVER, INCLUDING FAILURE TO PROPERLY BACK UP DATABASE. THE USER HEREBY AGREES THAT UNDER NO CIRCUMSTANCES IS KEY TRACER INC LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL LOSS, DAMAGE, OR INJURY TO USER OR USER'S EMPLOYEES OR CUSTOMERS AS A RESULT OF THE USER'S USE OF EQUIPMENT OR THE PERFORMANCE OF THE KEY TRACER INC OBLIGATIONS UNDER THIS CONTRACT.